RDX® Insight Version 1.1.0 Release Notes

March 2023

Description

RDX Insight™ is a software application from Overland-Tandberg that manages data on RDX QuikStor systems and cartridges. It protects and safeguards your data, quickly downloads files from cloud storage service providers, and can be used to create a backup and recovery image (System Backup Image) to use in a disaster.

Models Affected

RDX Insight™ supports RDX QuikStor® models and with all RDX cartridge capacities (Standard and OEM versions). It is compatible with previous RDX QuikStor devices, both USB and SATA.

System Requirements

This release is supported on the following operating systems:

- Windows 10 (x86, x64), all editions
- Windows 11 (x86, x64), all editions
- Windows Server 2019, all editions
- Windows Server 2022, all editions

What's New - Version 1.1.0

The primary features are divided into five groups:

- Devices – Lists all RDX devices attached to the system with context-applicable options such as cartridge ejecting and navigation to other sub-pages.
- Tools – These tools support your RDX Insight host.
    - System Image Backup
        - This feature provides a way to save a backup image of your system on an RDX cartridge in case of a disaster. It includes the option to make the backup cartridge bootable so that the image can be used for a system recovery of your PC. Eject option at the end of the backup process to encourage users to remove the cartridge as part of creating an air gap for the data.
    - Cloud Services Support for the following applications
        - Google Drive
    - Dropbox™
    - BitLocker Drive Encryption
- Settings – Provides application preferences for RDX Insight
    - Disk Utilization Notifications based on thresholds
- Notifications – Shows announcements and information when so configured under Settings.
- Help and Support – Provides product information and support options.

Notes – Version 1.1.0

- The integrated system image backup of RDX Insight is currently used to back up single-user systems with a single volume for system recovery purposes only. All other partitions and hard disks are not considered and must be backed up separately. See https://techcommunity.microsoft.com/t5/storage-at-microsoft/deciding-betweensystem-state-backup-and-allcritical-backup-in/ba-p/423816 for details.

- When Dropbox zips the Dropbox folders for downloading, any files at the root level of Dropbox are ignored. This is as designed by Dropbox.

- Occasionally, incorrect or misleading error messages can appear after a successful authentication to a cloud provider. When in doubt, return to RDX Insight and confirm successful authentication by listing the files from the cloud provider.

- Media without volume labels results in the message "No partition detected". The solution is to format the cartridge with a partition label for each partition.

- RDX Insight does not recognize or update the System Backup Image Button state. Windows requires the reboot after the installation of this feature. When in doubt, reboot and return to RDX Insight then perform a System Backup Image.

More Information

For information on RDX QuikStor appliances and software along with other Overland-Tandberg products, visit our Knowledge Base at https://www.overlandtandberg.com/knowledgebase/.